



MEMO

TO: Federal Agencies
FROM: Agency Liaison – AC, Director
DATE: December 5, 2002

Thank you for your continuing assistance in responding to the President's correspondence referrals. I have been asked to clarify the current correspondence procedure in Agency Liaison and what the White House expects from the agencies in communicating with our constituents.

Our basic guidelines can be found in our transmittal cover sheets that accompany the cases coming to you either by fax machine or White House courier. The HARSHIP CASES come with a control number on the right hand corner of each letter (**WH 205433**) and the BULK MAIL/issue mail is also controlled (**WHB 243556**).

- HARSHIP CASES involve individuals who are experiencing urgent personal problems and need help.
- BULK MAIL is constituent correspondence expressing views and comments on issues/legislation, but not personal problems.

ALL AGENCY LIAISON WHITE HOUSE MAIL - HARSHIP CASES AND BULK MAIL - IS CONTROLLED, TRACKED AND CLOSED.

- Since there are issues with USPS mail, we fax or WH courier our mail.
- "Outstanding Cases Lists" are compiled and sent to each Federal agency receiving our mail. The White House expects the agencies to be accountable.

GOOD NEWS - Any mail received after January 1, 2002 does not have to have your copy of the original packet returned to us; treat it as "Federal Mail" and dispose of it appropriately. We are now scanning constituent letters. Therefore, we need only a copy of your response to the constituent (without enclosures) **FAXED** back to us at the same time you send it to the constituent. PLEASE MAKE SURE THE COPY OF YOUR RESPONSE IS ON YOUR AGENCY'S LETTERHEAD AND HAS **OUR CONTROL NUMBER WRITTEN OR PRINTED ON THE COPY COMING TO US** so we can identify it. Closure of these files is very important as they are shipped to the Presidential Archives and, later, to the Presidential Library.

HARDSHIP CASES FAX - 202-456-2992
BULK MAIL FAX - 202-456-5502

We do read your responses and forward samplings of them to the Director of Presidential Correspondence, who in turn shares them with the Staff Secretary and, possibly, the President. We have been very pleased with the responsiveness of the Federal agencies, and endeavor to make sure that the American public is being served - efficiently, graciously and with resolution.

LETTERS THAT HAVE BEEN MIS-ROUTED TO YOU: We request that you forward a mis-routed case to the appropriate agency and inform the constituent by letter of that referral while sending a copy of that letter to Agency Liaison. This is an important step since in our initial acknowledgment letter to the constituent we tell them who we think would be best qualified to review their situation. If the constituent does not hear from the original agency, they will call the White House to follow-up.

Time-Frames to respond directly to the constituent

HARDSHIP CASES - 15 calendar days
BULK MAIL - 30 calendar days

If you cannot meet these deadlines, an interim letter should be sent to the constituent acknowledging receipt of the President's referral and giving the status of the correspondence with a projected response date.

- Please address the President as "PRESIDENT GEORGE W. BUSH" and the First Lady as "MRS. GEORGE W. BUSH".
- Please mention in the first paragraph of your letter that you are responding to the constituent's communication to President George W. Bush, which he has referred to your agency for review.

Please do not mention any White House staff name's either in the body of the letter or as a carbon copy (cc:) at the end. This is mail to the President and we are only facilitators. Please cc: The White House.

Thank you for your efforts in serving President George W. Bush and the American people. If you have any questions, please feel free to call me. AC